

## Emergency Support Function #7: Resource Support

### Lead Agency:

- N.H. Dept. of Administrative Services, Division of Plant and Property Management

### Support Agencies:

- All other State ESF and Support Agencies

## INTRODUCTION

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### A. PURPOSE

The purpose of Emergency Support Function #7 – Resource Support (ESF #7) is to provide logistical and resource support to State and local entities involved in state emergency response and recovery efforts that impacts the State of New Hampshire.

ESF #7 is responsible for providing direct and active support to emergency response and recovery efforts during the initial response phase following a disaster. This support includes locating, procuring, and issuing resources, (e.g. supplies, office space, office equipment, fuel, contracting services, personnel, heavy equipment, generators) and the transportation of such in coordination with the SEOC Logistics Section (when activated), ESF #14 – Volunteer and Donation Management, and Private Sector Coordination Support Annex.

### B. SCOPE

ESF #7 provides or coordinates provision of services, equipment, and supplies to support the effective and expedient operations associated with a disaster or an emergency; and for the approval and acquisition of equipment and supplies not available through normal purchasing channels and ordering time frames.

When activated, resources will be provided through requests made directly to ESF #7 at the State Emergency Operations Center (SEOC). As a primary course of action, ESF #7 will obtain resources through coordination with other ESFs, agency/state contractors, vendors, and suppliers. Resources may also be obtained from agency-related local, State, regional, national, public and private associations or groups. N.H. National Guard support is normally provided when the situation is so severe and widespread that effective response and support is beyond the capabilities of local and state government, and all civil resources have been exhausted and required resources are not available from commercial sources. N.H. National Guard support will not be furnished if it is in competition with private enterprise or the civilian labor force. Requests and activities for ESF #14 and the Private Sector Coordination Support Annex will also be channeled through and coordinated by ESF #7.

## SITUATION AND PLANNING ASSUMPTIONS

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### A. SITUATION

Disasters can close normal resource channels, deplete vital commodities, impact response capabilities, and place high demand on specialized personnel. ESF #7 will have methods and procedures to evaluate, locate, procure, and in coordination with ESF #1 - Transportation delivers essential material and personnel resources upon request by

state and local officials. Working with ESF #14 and the Private Sector, resources may also be procured from the public and private sector.

The N.H. National Guard plays a vital role in the provision of personnel, equipment, subject matter experts and resources to the State of New Hampshire in time of emergency or disaster. Upon request to The Adjutant General (TAG) from the Governor or designee, the N.H. National Guard may be activated to support state efforts through mission assignments. Because of the support the N.H. National Guard can provide, it will function as a key support agency for ESF #7 and all requests for their support will be channeled through ESF #7 in the SEOC validated and resourced appropriately.

### **B. PLANNING ASSUMPTIONS**

1. State response and recovery operations require the expertise, personnel and equipment from a variety of different agencies, organizations and sources.
2. Disasters and emergency situations often disrupt normal distribution channels and/or affect normal procurement and requisition processes and timetables.
3. Local jurisdictions will expend resources at the local and regional (mutual aid) level prior to making a request from the State.
4. Requests for state resources will be made through the Mission Assignment Coordinator or directly through the Logistics Section in the SEOC.
5. State agencies will maintain accurate inventories of their resources.
6. Local Emergency Managers will maintain inventories and have a working knowledge of the resources readily available within their jurisdictions.
7. Documenting the time equipment was transferred, rented, leased or otherwise used, will be done by both the donating and receiving agency.
8. Expenses related to purchases or leases made through ESF #7 will be the responsibility of the receiving agency.
9. Where possible, each level of government will utilize and track resources using the resource typing as outlined by the National Incident Management System (NIMS).
10. Functional Needs Population - Emergencies can intensify an individual's limitations through the loss or temporary separation of durable medical supplies and specialized equipment or due to the stress brought on by the incident.

## **CONCEPT OF OPERATIONS**

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### **A. GENERAL**

1. ESF #7 will be organized and operate as a team. Close coordination will be maintained with the Mission Assignment Coordinator and the Private Sector Coordination and ESF #14.
2. All equipment requests and inventories will be made by utilizing NIMS Resource Typing to the greatest extent possible.
3. Status of committed and uncommitted resources will be continuously tracked during SEOC activation.
4. Unified Command will be used to the greatest extent possible to manage ESF #7 assets in the field due to the number and variety of government and private sector organizations that may be involved.
5. Coordinating with all supporting agencies will be ongoing to ensure operational readiness of ESF #7.

6. Mutual aid agreements will be activated and utilized prior to requesting ESF #7 activities from the State.
7. All procurements made in support of the state emergency response will be made in accordance with current state laws and regulations. All procurement actions made at the request of state emergency response agencies in support of the SEOP will be made in accordance with state statutory and administrative requirements and will be accomplished using appropriate state procurement and reimbursement procedures.
8. To the extent practicable, state contracts will be established with local vendors to ensure expedient emergency purchases.
9. Resources necessary to save lives will receive first priority.
10. The primary source of equipment, supplies, and personnel shall be from existing state-owned resources and local sources outside the impacted area. Support which cannot be provided from these sources will be obtained through commercial and/or donated sources.
11. Personnel requests will be used to supplement but not supplant state resources.
12. If criminal or terrorist activity is suspected in connection with the event, the NH State Police will be advised immediately, if not already involved in the incident.

## B. ORGANIZATION

1. **Organizational Chart (Command & Control):** ESF #7 shall function under the direction and control of the SEOC Logistics Chief. (*See Organizational Chart in SEOP Base Plan. Chapter IV.4.d.*). ESF #7 will coordinate activities of ESF #14 and Private Sector Coordination Support.
2. **Operational Facilities/Sites/Activities:** ESF #7 may have to establish, direct and/or participate in several emergency teams and/or co-locate at several emergency facilities simultaneously (in-state or in another state through mutual aid). Sites include, but are not limited to, the SEOC and those facilities designated for evacuation, staging, reception and sheltering.
  - a. **Mobilization Centers**
    - i. A designated location at which federal or state resources are received and pre-positioned for deployment to logistic staging areas, distribution points, or directly to an incident site. Federal assets consisting of pre-stocked equipment (e.g., emergency generators and refrigerated vans) and supplies (e.g. food, water, and personal hygiene items) will usually be deployed to a mobilization center.
  - b. **Logistics Staging Areas**
    - i. Designated state locations normally near the impacted area at which resources will be received, classified, and prepared for delivery to distribution points or directly to an incident site. N.H. National Guard armories located throughout the State have been utilized as logistic staging areas.
  - c. **Commodity Points of Distribution (C-PODs)**
    - i. Designated locations normally in the impact area at which resources will be turned over to local authorities for distribution. State assets may be used to augment distribution point operations.
  - d. **State Emergency Operations Center Mission Tasking**
    - i. When a request for assistance is received by ESF #7 directly from a support agency or through the incident Mission Assignment

Coordinator, the ESF #7 representative will provide it to the agency or agencies that have the most appropriate resources and expertise to accomplish the task or seek to secure the resource through a state contract, local vendor or the N.H. National Guard. Coordination with ESF #14 and Private Sector Coordination Support Annex should also occur to help identify potential resources. All requests and their status will be recorded on WebEOC.

e. **Specialized and Mutual Aid Teams**

- i. Specialized local, Federal and Mutual Aid teams (including volunteer and private teams, EMAC, IEMAC) can be brought in as resources if the proper channels for requesting assistance are followed. Proper declarations would be required and requests should be made on an executive level to mobilize, as appropriate. It will be up to the Local Incident Commander, in consultation with the ESF #7 representative in the SEOC to make the determination when and to what extent to utilize volunteer organizations in activities.

f. **Contracts and Contractors**

- i. Resources that are available through ESF #7 may, at times, best be obtained through a contractor. Agency(ies) contracts may be utilized or access to State of New Hampshire or private sector contracts may be made through coordination with ESF #7. Contractual personnel may not be used to supplant state assets/resources.

g. **Federal Resources**

- i. When ESF #7 foresees or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. Normally, an action to secure a resource from a federal source would be coordinated with/through the State Coordinating Officer and/or the Federal Coordinating Officer.

**3. Policies**

- a. Actions initiated under ESF #7 are coordinated and conducted cooperatively with State and local incident management officials and with private entities, through coordination with the SEOC, as appropriate. Each supporting agency is responsible for managing its respective assets and resources after receiving direction from the appropriate ESF Lead Agency.
- b. Actions taken during an emergency are guided by and coordinated with state and local emergency preparedness and response officials, Department of Homeland Security officials, appropriate federal agencies, and existing agency internal policies and procedures.
- c. The organizations providing support for each incident coordinate with appropriate ESFs and other agencies, including the Safety Officer, to ensure appropriate use of volunteers and their health and safety and to ensure appropriate measures are in place to protect the health and safety of all workers.

## PHASED ACTIVITIES

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### A. PREVENTION ACTIVITIES

These activities, focusing on the protection of life and property, are performed on an on-going basis. They are also performed as a particular incident is on-going to help ensure additional incidents do not occur simultaneously.

### B. PREPAREDNESS ACTIVITIES

1. Developing plans for the effective response of ESF #7 during an emergency incident.
2. Identifying information that should be included in SEOC briefings, situation reports and/or action plans.
3. Maintaining personnel, listings and resource contacts in a state of readiness appropriate to existing and anticipated emergency conditions.
4. Maintaining a system to recognize capabilities and credentials of associated agencies/personnel/equipment that may be needed in an emergency situation.
5. Maintaining communications with associated Support Agencies and the N.H. National Guard to develop and carry out preparedness activities.
6. Ensuring training and personnel rosters for assignment to the SEOC during activation. Preparing for sufficient personnel for an extended and/or 24-hour activation period.
7. Maintaining records reflecting local or mutual aid capabilities.
8. Developing procedures for reimbursing vendors for services rendered. Establishing and maintaining contracts where necessary.
9. Developing protocols and maintaining liaison with other consulting and incident-related or specific agencies, organizations and associations.
10. Supporting the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC) including training of ESF on EMAC/IEMAC responsibilities, and pre-identification of assets, needs and resources that may be allocated to support other states/provinces.
11. Annually reviewing the Department of Homeland Security Core Capabilities and integrating tasks as appropriate.
12. ESF #7 personnel should be integrating NIMS principles in all planning.
13. Participating, as requested, in HSEEP-compliant exercises, drills and training.

### C. RESPONSE ACTIVITIES

1. Evaluating and fulfilling resource support requests for threatened/impacted area. Coordinating requests with SEOC Mission Assignment Coordinator.
2. Assessing impact and initial reports to identify potential resource needs.
3. Assigning and scheduling sufficient personnel to cover an activation of the SEOC for an extended period of time. Providing updates and briefings for any new personnel reporting for ESF #7 duty. Maintaining and updating WebEOC as appropriate for all ESF #7 agencies/activities.
4. Planning and preparing a notification system to support deployment of resource personnel, as required.
5. Planning for and establishing relief resources to replace or rotate with committed resources for extended operations.
6. Establishing and maintaining a tracking and accounting system for all acquired resources, including management reports.

7. Coordinating federal contracts and resource support as required or needed.
8. Working with the SEOC Director and Operations Section Chief, develop ARFs (Action Report Forms FEMA) for submission, as necessary.
9. Coordinating with the SEOC Director and Operations Chief on requests for activation of the N.H. National Guard.
10. Maintaining inventory and availability of all state-owned facilities that may be utilized in an emergency.
11. Implementing or developing state contracts to meet emergency needs, as required.
12. Coordinating movement of equipment and personnel with ESF #1.
13. Providing support for any Protective Action Requirements (PAR) the incident requires.
14. Coordinating and preparing for arrival of federal assets, as requested. Planning and preparing the notifications systems to support the deployment of response personnel.
15. Coordinating the location and use of storage sites as staging areas for the deployment of personnel, assets and materials (including food, equipment, medical supplies, etc.) into the affected area.
16. Beginning the evaluation probability and time period of the recovery phase for the event. If recovery phase is probable in the near future, start pre-planning for recovery actions.
17. Continuing to update WebEOC and mission assignment tasking.
18. Continuing to development of an "After-Action Report" for ESF #7.
19. Coordinating the activation and support for Commodity Points of Distribution (C-POD).

**D. RECOVERY ACTIVITIES:**

1. Assigning and scheduling sufficient personnel to cover continued activation of the SEOC.
2. Providing updates and briefings for any new personnel reporting for ESF #7 duty.
3. Maintaining and updating WebEOC as appropriate for all ESF #7 agencies. Seeking information concerning projected date the SEOC will deactivate.
4. Evaluating and tasking ESF #7 support requests for impacted areas. Continuing to coordinate activities and requests with partners, Support Agencies, Mission Assignment Coordinator and other ESFs.
5. Coordinating appropriate records of work schedules and costs incurred by ESF #7 during the event.
6. Continuing to maintain inventory of resources.
7. Preparing for the arrival of and coordinating with FEMA ESF #7 personnel, if arrival has not previously occurred.
8. Generating information to be included in SEOC briefings, situation reports, and/or action plans.
9. Identifying and tracking any lost or damaged equipment and record any personnel injuries or equipment accidents.
10. If mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, State, and/or federal officials. Implement and monitor "After-Action Report" for ESF #7.

## **E. MITIGATION**

1. Providing updates and briefings for any new personnel or agencies providing services under ESF #7.
2. Evaluating the probability and time period of the mitigation and/or redevelopment phase for the event. Collaborating with other ESF agencies regarding mitigation and/or redevelopment activities that may need ESF #7 support. Beginning to plan for and providing support for mitigation and/or redevelopment activities that may begin before SEOC deactivation and continue for several months.
3. Supporting requests and directives resulting for the Governor and/or FEMA concerning mitigation and/or redevelopment activities. Probable requests and directives include establishing review and study teams, supporting local government contracting for mitigation and/or redevelopment needs, and other similar professional, technical, and administrative activities.
4. Generating information to be included in SEOC briefings, situation reports, and/or action plans, as required.
5. Implementing and monitoring the “After-Action Report” for ESF #7, including activities that may need to be incorporated into future activations and plans.

## **ROLES & RESPONSIBILITIES**

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### **A. ACTIVITIES ASSOCIATED WITH FUNCTION:**

1. All ESF #7 agencies will be providing available, trained personnel to serve as ESF #7 representatives in the SEOC, as capable. Maintaining and updating WebEOC as needed.
2. All personnel have access to their agency's available and obtainable resources. The committed and uncommitted status of such resources is continuously tracked during an activation of the SEOC. All personnel have access to appropriate records and data that may be needed for an ESF #7 response (i.e., mutual aid compacts, facilities listings, maps, etc.).
3. Participating in the evaluation and mission assignment of ESF #7 resource requests submitted to the SEOC including resources that are available through mutual-aid agreements, compacts, and/or FEMA.
4. Supporting the development of situation reports and action plans for ESF #7 during activation of the SEOC.
5. Providing Subject Matter Experts (SME's) as requested to support public notification and information and other emergency response activities.
6. Assisting in revisions/updates of ESF #7 and other appropriate and related response/mitigation plans.
7. Working with the Safety Officer to ensure the health and safety of response workers.

### **B. AGENCY SPECIFIC**

1. **Lead Agency: Department of Administrative Services**
  - a. ESF #7 administration, management, planning, training, preparedness, response, recovery, and mitigation/redevelopment activities. Ensuring worker safety.

- b. Assigning personnel to the ESF #7 duty schedule at the SEOC. Providing staff and resources necessary to evaluate impact assessment of the impacted area for potential resource needs.
- c. Identifying and training liaison team – determining activation procedures, resource request evaluation and activation.
- d. Working with support agencies to assure maintenance and periodic updating/revision of ESF #7.
- e. Maintaining position logs and mission-tasking in WebEOC.
- f. Maintaining up-to-date information on state contracts, resources and state-owned facilities, including 24-hour points of contact.
- g. Providing technical assistance on resource requests/fulfillment to other ESFs and internal and external partners during emergencies/incidents, as requested.
- h. Developing and maintaining inventory tracking system for resources requested and utilized during an emergency. Tracking expenses associated with resources utilized.
- i. Participating in HSEEP-compliant exercises/drills to test operating procedures. Provide appropriate training to meet ESF mission. Ensuring that all support personnel are included in appropriate training and exercise functions.
- j. Coordinating meetings and activations, as necessary, of the appropriate response-related personnel, agencies and partners. At such meetings, participants will discuss the operational preparedness and response actions necessary for ESF #7 coverage and responsibilities.

**2. Lead Agency: N.H. National Guard**

- a. Assigning resources to support activities of ESF mission and responsibilities.
- b. In radiological emergencies or incidents involving evacuation/re-entry, providing bus driver pool.
- c. Providing personnel and facilities for logistics support, staging areas, shelters, warehouses, and distribution sites as required.
- d. Assisting with emergency communications, public notification, evacuation, access control, monitoring of emergency workers, decontamination, medical services and re-entry assistance, as the need arises.
- e. Providing civilian support team (CST) – field monitoring and decontamination.
- f. Assist with routing and transportation for response personnel, equipment, assets and evacuees, including those with special/functional needs.
- g. Maintaining position log in the SEOC, providing appropriate and pertinent information to appropriate ESF leads.
- h. Providing specialty trained personnel as required (including planning, command and control, etc.)
- i. Assisting with security (as specifically requested).
- j. In coordination with ESF #8 – Health and Medical, assisting in provision of temporary morgue facilities.
- k. Providing emergency power and communications capabilities as requested and capable.
- l. Assisting in provision of potable water.
- m. Assisting in provision of short-term housing needs (tents, etc.)
- n. Maintaining a database of all state military transportation assets and facilities.
- o. Providing Standing Mission Sets to help identify capabilities in response to resource requests.
- p. Supporting the activation and operations of C-POD missions

**C. COORDINATION WITH OTHER EMERGENCY SUPPORT FUNCTIONS:**

All ESFs will coordinate, as appropriate, with other ESF #7 by:

1. Notifying partners of available resources, including those needed to meet specialized needs and requirements, including those through special contracts and mutual aid agreements.
2. Providing availability of subject matter experts for specialized requirements.
3. Coordinating all communications and messaging to the public through the PIO/JIC.
4. Notifying the availability of facilities that may be used for parking, storage, collection and staging areas.

**D. SEOP HAZARD-SPECIFIC INCIDENT ANNEXES WITH ESF #7 RESPONSIBILITIES:**

- Terrorism
- Radiological Incident at Nuclear Power Plant
- Hazardous Materials
- Public Health Emergency

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**FEDERAL RESPONSE INTERFACE/STATE & INTERNATIONAL MUTUAL AID**

When resource request activities exceed the capability of the State, with the approval of the Governor, the ESF #7 Lead Agency will coordinate activities with the Lead Federal Agency for ESF #7 under the provisions of the National Response Framework (NRF). Request will also be developed through the FEMA ARF system. State and International Mutual Aid agreements (EMAC/IEMAC, etc.) may also be activated as the situation warrants.

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**ADMINISTRATION AND LOGISTICS**

**A. POLICIES:**

1. All agency and ESF Plans provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week sustained operation.
2. Administrative and logistical support of operational field elements is the responsibility of each participating agency.
3. Provision is made by each participating agency to record all resources used in support of the emergency operation and provide such information to the Finance and Administration Section for consolidation and recording.
4. Participating agencies will be notified when threshold levels are reached for implementation of any federal assistance programs or requests from mutual aid compacts.

**B. NOTIFICATION AND REPORTING:**

**1. Notification**

- a. The N.H. State Police, a municipality or State Agency will notify HSEM that an incident has occurred, or has the potential to occur, that threatens or impacts an area of New Hampshire. HSEM will gather information for on-going situational awareness and notify ESFs, as appropriate.
- b. HSEM personnel will make the decision to activate the SEOC and determine level of activation.
- c. If SEOC activation is determined to be necessary, the HSEM Agency Liaison will notify the ESF Lead Agency of the activation and request designated personnel to report to the SEOC or to remain at operational readiness.

- d. The Lead Agency, or the SEOC Agency Liaison will then notify the appropriate Support/ Agencies and identify coverage/duty roster for the ESF desk in the SEOC. WebEOC will be utilized to provide continuous situational awareness.
- e. All ESF/Support agencies will make appropriate notifications to their appropriate regions, districts or local offices.
- f. The above notification process will be utilized for all phases of activation and activities in which ESF #7 will be involved.

**2. Event Reporting**

- a. Event and position logs should be maintained by each ESF in sufficient detail to provide historical data on activities taken during the event.
- b. Agencies are also expected to keep their Lead Agency updated upon all activities and actions.
- c. The Lead Agency will be responsible for making periodic reports to their sections on activities taken by the ESF #7, in total, during the event and assure they are properly documented.
- d. All financial reporting will be done through the ESF #7 Lead Agency on behalf of their support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, state and federal guidelines, rules, standards and laws.

**3. Agreements/MOUs, etc.**

Lead and Support Agencies will maintain up-to-date agreements and Memorandums of Understanding, Letters of Agreement (MOU/LOA) with various other agencies, regions, states or countries, as appropriate. Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support Agencies should keep the Lead Agency informed of any such agreements that may impact resources or capabilities during an emergency incident. The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated as the situation warrants by ESF #7.

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**DEVELOPMENT, MAINTENANCE AND IMPLEMENTATION OF ESF/SEOP**

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**A. RESPONSIBILITIES**

Developing, maintaining and implementing of this ESF Appendix rests with the Lead Agency in consultation and collaboration with the Support Agencies.

**B. CORRECTIVE ACTIONS**

Following each activation, exercise, etc. in which ESF #7 has been activated, an After-Action Report should be conducted by the Lead Agency with the appropriate Support Agencies. A Corrective Action/Improvement Plan should be developed and incorporated into the ESF #7 response activities when updated.

**C. UPDATING & REVISION PROCEDURES**

The primary responsibility for the development and overall maintenance of the State Emergency Operations Plan belongs to HSEM. Assistance and input will be sought from all ESFs and Support Agencies.

Updating and maintaining of this ESF Appendix rests with the Lead Agency. Coordination, input and assistance should be sought from all the agencies involved in the ESF and appropriate Support activities. An annual review of the Appendix should be conducted with information provided to HSEM for incorporation into the next SEOP

scheduled update. This does not preclude the incorporation of any changes immediately into the ESF #7 Appendix. If information collected is of serious enough nature to require immediate revision, HSEM will produce such a revision of the SEOP ahead of schedule.

## **I. ATTACHMENTS**

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### **A. PLANS**

1. Maintained by Lead and Support Agencies

### **B. LISTINGS/MAPS**

1. Maintained by Lead and Support Agencies
2. Disability Organizations Serving New Hampshire

### **C. MOUs/LOAs**

1. Emergency Contracts List (maintained by Admin Services)
2. Volunteer New Hampshire
3. Other MOUs/LOAs maintained by Lead and Support Agencies
4. International Emergency Management Assistance Compact

### **D. NATIONAL RESPONSE FRAMEWORK – ESF #7 LOGISTICS MANAGEMENT & RESOURCE SUPPORT**